

# New Horizons of the Treasure Coast – Florida

## Introduction

This case study of New Horizons of the Treasure Coast is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“I truly believe that the Nonviolent Crisis Intervention® training model is very effective in every situation my organization encounters.”

“CPI improved staff de-escalation skills, improved overall safety, and has become ingrained in our training.”

“After implementing CPI training, our staff has more confidence in their abilities to handle any crisis situation.”

## Challenges

- Sought Nonviolent Crisis Intervention® training to:
  - Reduce workplace violence rate
  - Improve organizational culture
  - Improve staff confidence in working with challenging clients
  - Improve staff skills in managing behaviors

## Environment

- Categorizes their mental health environment as an inpatient center.

## Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraint and seclusion by 50–74% since implementing CPI training.
- Reduced worker compensation claims by 40–49% as a result of implementing CPI techniques.
- Agrees that the enhanced content has helped them, their staff, and their organization.
- Achieved return on investment with CPI by:
  - Reducing injuries
  - Reducing worker compensation claims
  - Reducing staff turnover
  - Reducing liability
  - Improving staff skills and confidence

### Organization Profile

Organization:  
**New Horizons of the  
Treasure Coast**

Industry:  
**Non-profit**

### About Crisis Prevention Institute

CPI is a standard-setting resource for organizations that serve society's most vulnerable. Their proven model for staff training and personalized support empowers professionals who strive to sustain true cultures of compassion.

**Learn More:**

[Crisis Prevention  
Institute](#)